

CENTREPOINT  
OUTREACH

# ANNUAL REPORT

2024 - 2025



[www.centrepont-outreach.com](http://www.centrepont-outreach.com)

COMPANY NUMBER 3204952 REGISTERED CHARITY 1056296

# CENTREPOINT OUTREACH ANNUAL REPORT 2025

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## CHAIRMAN'S STATEMENT

As Chairman, it is a true privilege to lead Centrepont Outreach and to work alongside such a dedicated team of staff and volunteers. Their resilience and compassion enable us to meet the evolving needs of our clients, always striving to be a voice for those who need it most, while maintaining a non-judgmental, empathetic approach.

Despite ongoing challenges, our wonderful team's perseverance has allowed us to celebrate numerous client successes – from securing stable accommodation, accessing essential health services to gaining meaningful employment and engaging with our wellbeing activities "Along With Us." These achievements reflect the lasting impact we make in the lives of those we support. Melanie Burt, in her new role of Drop In and Activities Manager, has also played a vital role in this success, providing unwavering support to both our project workers and volunteers. Her commitment ensures we can deliver meaningful assistance to our most vulnerable clients, helping to sustain the positive outcomes we achieve together.

This year also brought change within our shop team. We said goodbye to Claire, and Donna, assisted by our volunteers, did an excellent job of holding the fort until Emma was offered the role of Shop Manager at the very end of March 2025. The shop remains a vital part of our operations, both in terms of income generation and community engagement.

Financial sustainability continues to be a key focus. We are always deeply grateful to our generous funders, big and small, who have continuously funded our core activities for many years. As mentioned last year, we prioritised securing multi-year funding, and I am pleased to report this strategy has yielded positive results. Successful applications to The Mercers' Company and Shine Lincolnshire have provided valuable three-year funding, strengthened our financial foundation and ensured continuity in our services. Moreover, their support affirms the value and necessity of our mission.

I would like to thank all our staff, volunteers, and trustees. Their advocacy and hard work have been crucial in growing our income streams and raising awareness of the importance of our work. I would also like to specifically acknowledge William for his exceptional work leading our fundraising efforts – his dedication and success in grant applications have been instrumental in securing vital support.

We have continued to make steady progress with our premises development. It is increasingly clear that our building requires significant upgrades to better meet the growing and complex needs of our clients. Paul Clark has led this work with clarity, structure, and dedication, and we are grateful for the leadership he continues to provide. Discussions around the feasibility of the next phases and additional funding options are ongoing, and we remain optimistic about the improvements ahead.

Finally, I extend my heartfelt thanks to our volunteers – without whom we could not function – and to our trustees for their continued support and guidance. The dedication of our entire team transforms lives every day. A special thanks to our CEO, Liz Hopkins, whose tireless leadership ensures our mission continues to thrive. Together, we are making a lasting difference in the communities we serve.



**Richard Locke-Wheaton**  
Chairman



# CHIEF EXECUTIVE OFFICER'S REPORT FOR THE YEAR ENDED 31 MARCH 2025

## INTRODUCTION

This report covers the period from 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025. The notable features of the year were the large increase in the number of people using our services who were rough sleeping in Boston, coupled with the increasingly complex nature of clients' needs, both of which put pressure on our staff and resources. At the same time, we made great strides with our IT and data collection systems which enabled us to capture more detailed, and more accurate, data. We were also fortunate to secure some multi-year funding which provided welcome stability in challenging times.

This report provides an overview of our work over the year including the many positive outcomes achieved.

## OUR DROP IN

“Thank you very much, without your help and support, I would not have had the chance to change. It is now down to me to change; I want to change and then I will be able to give back to you.”

*Centrepoint Outreach client.*

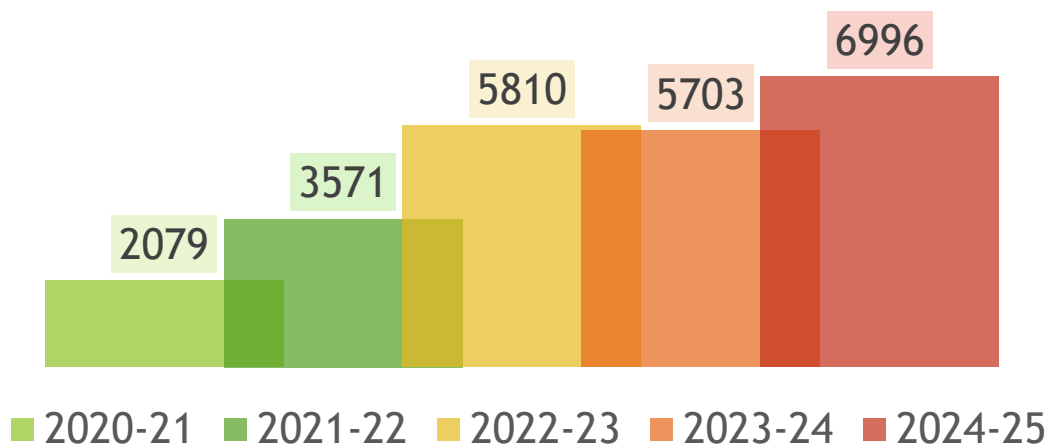


Figure 1: Total drop-in attendance, 2020-21 to 2024-25

It was noticeable how much busier the morning drop-in sessions were compared with the previous year. Figure 1 (above) shows the total number of drop-in attendances increased by 23%, while figure 2 (overleaf) shows an increase of 28% in the number of individuals using our services and 39% in the number of new registrations over the year. The registration process alone takes some time to complete, and at times it was challenging for the project workers to register new clients and support them with their needs when other clients also required their attention.

Perhaps not surprisingly, the increase in the number of visitors to the drop-in also resulted in the project workers receiving more requests for support. During the year 10,719 enquiries were received, an increase of 281% on the previous year. The other noticeable factor was the greater complexity of clients' needs and the corresponding amount of time taken to deal with them.

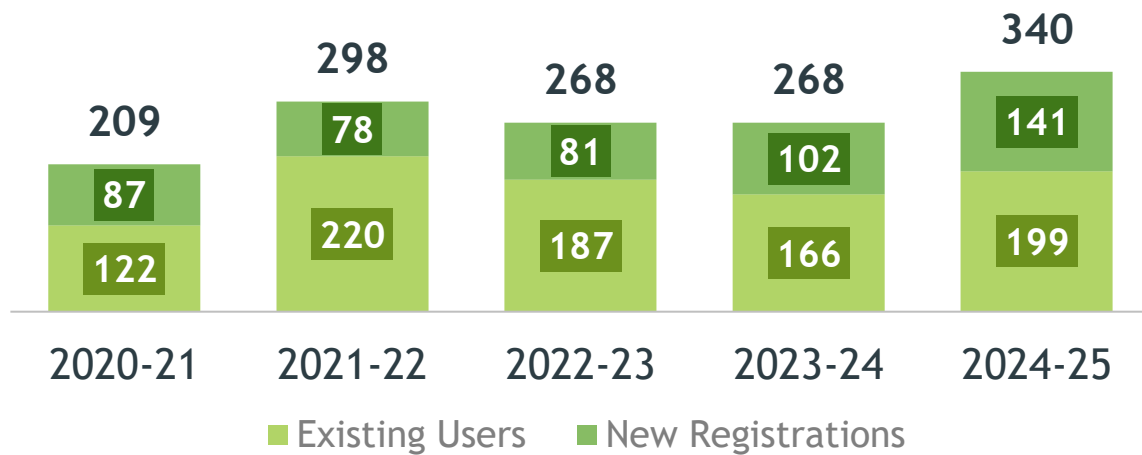


Figure 2: Unique drop-in attendance by registration status, 2020-21 to 2024-25

A breakdown of European visitors to the drop-in by nationality is shown at figure 3 (below). The number of UK nationals increased by 5% meaning that equal numbers of UK nationals and EU nationals visited. We also received visitors from other countries not shown below (2%) including a number of refugees and asylum seekers.

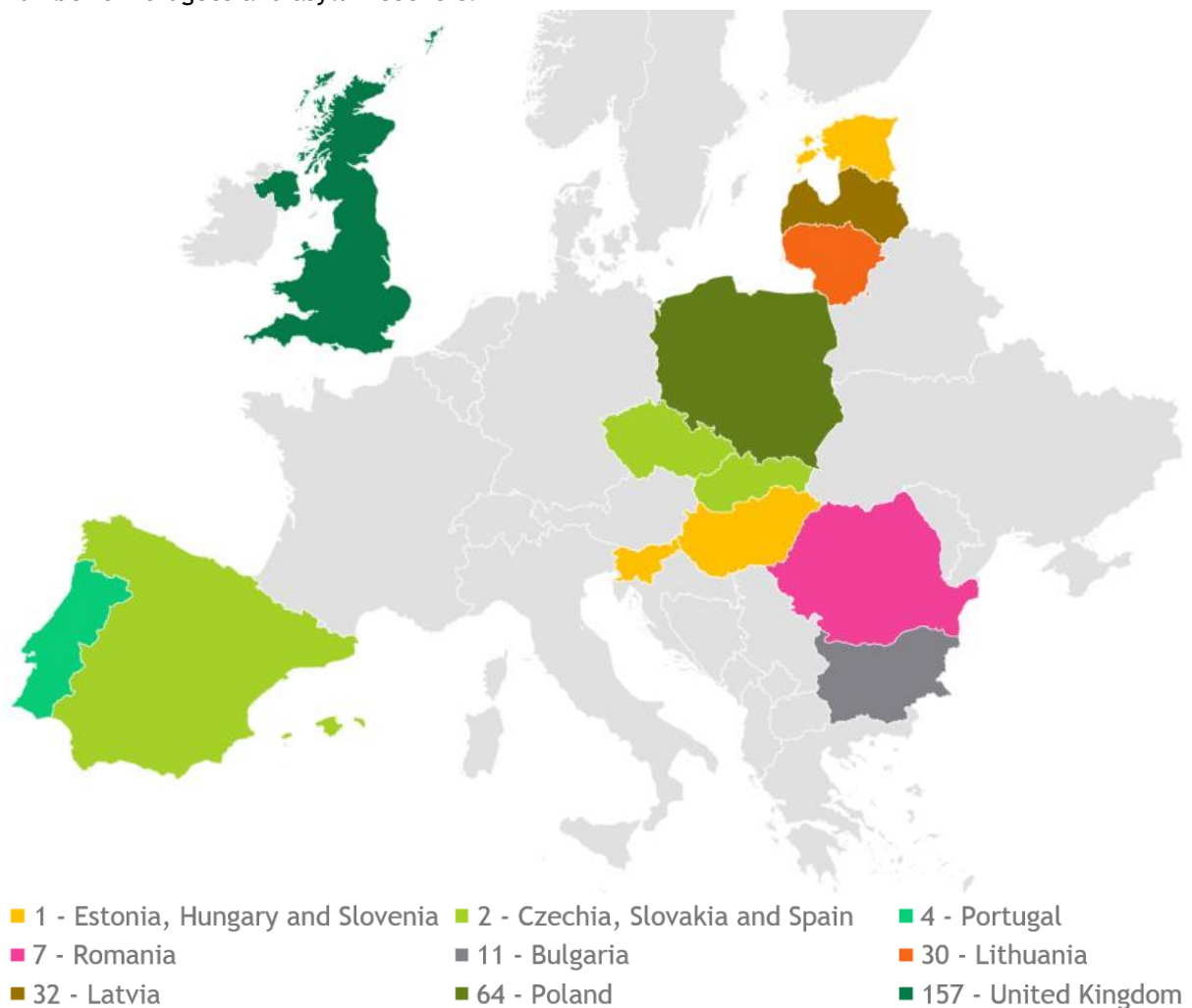


Figure 3: European drop-in users by nationality, 2024-25

Towards the end of the financial year, we began to roll out major changes to our data collection systems, allowing for more precise and comprehensive tracking of both the number of individuals supported and the type of assistance delivered. The project workers are responsible for gathering and entering this data at each drop-in session. Information, such as when a client last visited the drop in, is now readily available at the click of a button, a huge improvement.

**SUPPORT PROVIDED IN THE DROP IN**

“You get things done here don’t you”

*Quote from a new client receiving a Foodbank voucher and databank referral*

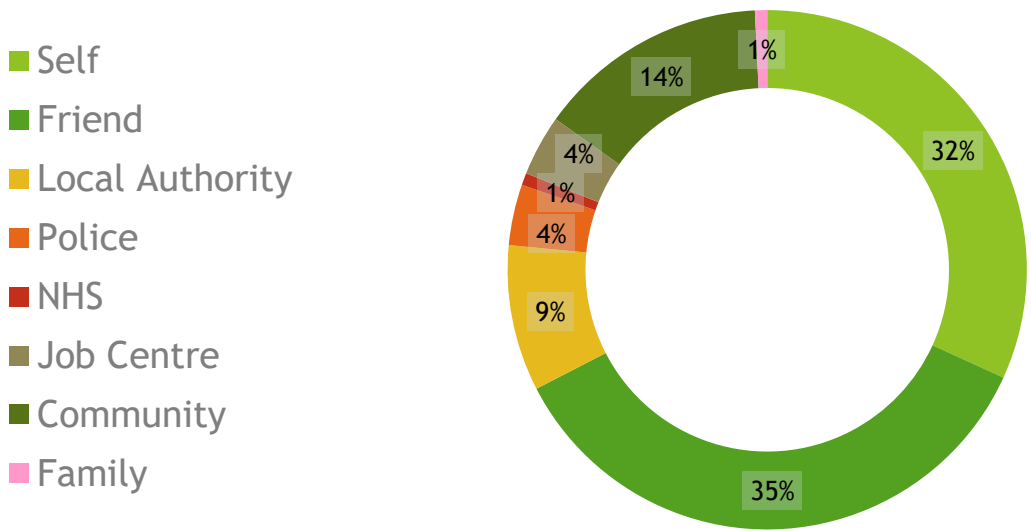


Figure 4: 2024-25 new registrations by referral method

Many of the visitors to our drop in are not having their basic needs met and, although ultimately our aim is to help people move out of the situations they find themselves in, our starting point is to provide the basic essentials. For all clients this involves offering a friendly welcome, hot food and drinks and the support of our project workers. We also provide services specifically for people who are rough sleeping including showers, phone charging, washing and drying of clothing and provision of replacement clothing.

Hot Meals	Showers	Phones	Food Parcels	Clean Clothes
OUR VOLUNTEERS PREPARED 5,775 HOT MEALS	WE PROVIDED 1,463 SHOWERS AND 1,161 LOADS OF LAUNDRY	ROUGH SLEEPERS RECHARGED THEIR PHONES 972 TIMES	WE PREPARED 133 FOOD PARCELS	WE PROVIDED 2,644 ITEMS OF CLOTHING, BEDDING AND TOILETRIES

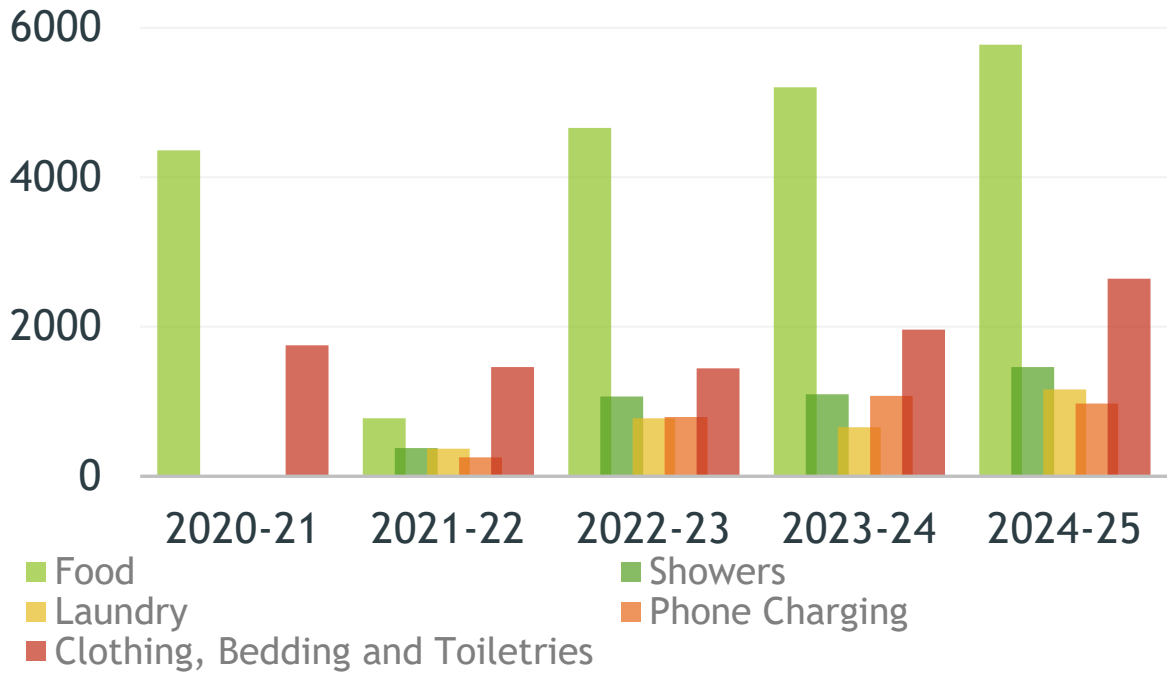


Figure 5: Support with basic essentials provided at the drop-in, 2020-21 to 2024-25

The growth in the number of drop-in visitors resulted in an increase in the provision of basic essentials as can be seen in Figure 5 (above). Our wonderful volunteers prepared and served hot meals on 5775 occasions, an increase of 11% on the previous year.

Our project worker team led by Drop In and Activities Manager, Melanie Burt, worked tirelessly to support clients in need. Figure 6 (below) details the main areas of support they provided during the year together with the percentage of their time spent on each area. The support primarily involved advocacy and casework, one-to-one support and referrals to community partners.

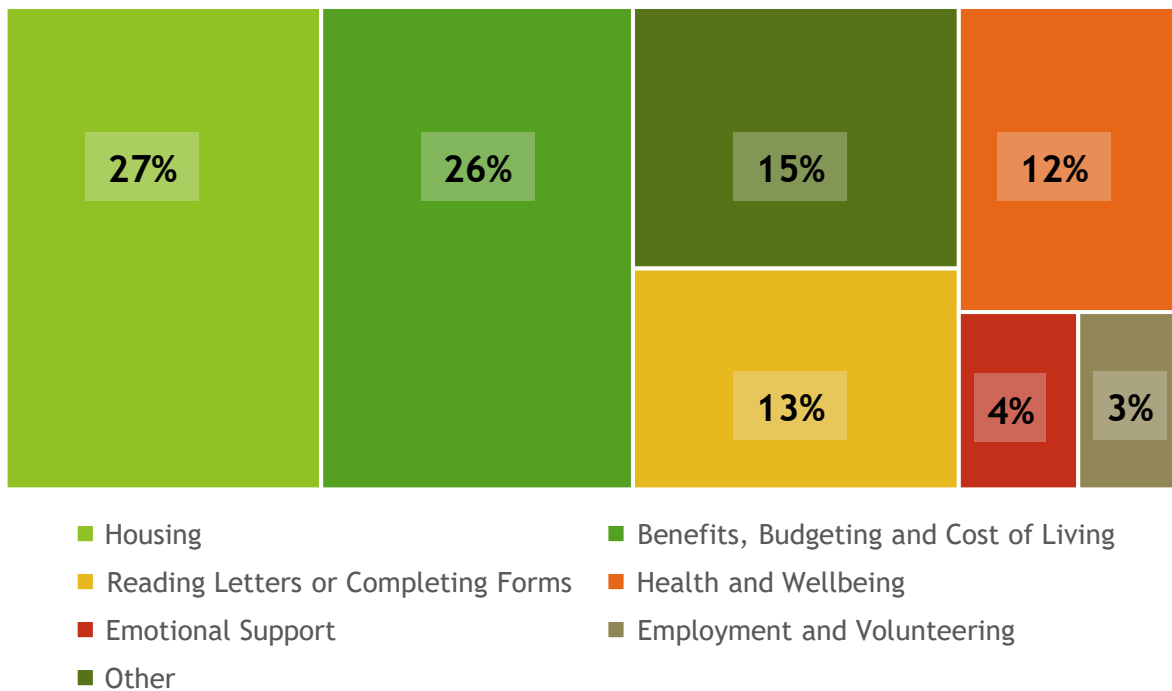


Figure 6: Project worker support by category of need, 2024-25

## HOMELESSNESS IN BOSTON AND SUPPORT PROVIDED

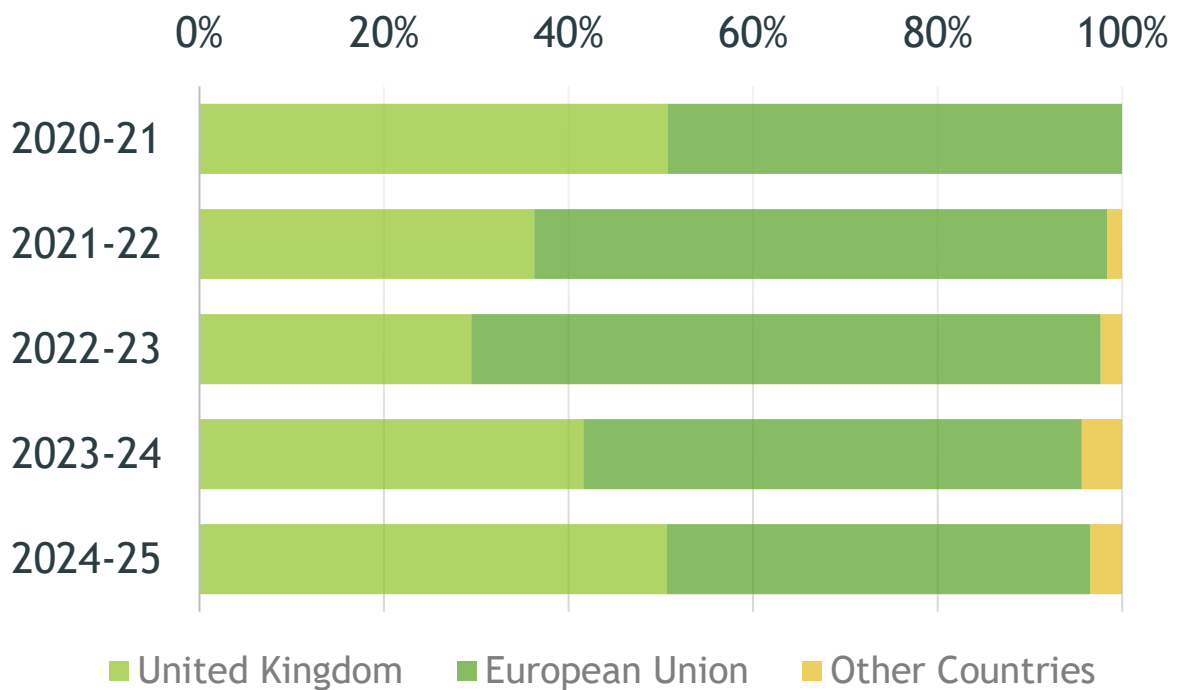
**“This is the first day since I’ve become homeless that I’ve had a smile on my face”**

### *Quote from new client visiting for the first time*

Approximately two thirds of visitors to our drop-in during the year were homeless (by which we mean rough sleeping, sofa surfing or in very temporary accommodation). From the very start of the year we noticed an increase in the number of homeless people, particularly rough sleepers, presenting at our drop-in centre. By the end of the year we had supported a total of 222 homeless individuals, an increase of 60% on the previous year.

There was no one single reason for the increase, but it was a national trend and was partly due to the huge shortage of both suitable housing and specialised services providing appropriate support to enable people to maintain a tenancy.

85% of those presenting as homeless were male and 15% were female. This is broadly in line with previous years. In terms of age, the majority (80.9%) of the homeless people using our services were aged between 26 and 55 with 9.2% being between 18 - 25 and 9.5% between 56 - 70.



**Figure 7: Percentage of homeless presentations by nationality, 2020-21 to 2024-25**

In the previous financial year we saw an increase in the number of homeless UK nationals visiting our drop-in and in 2024-25 that upward trend continued with 51% of clients being UK nationals and 46% being EU nationals. 3% of clients came from other countries as shown in figure 7 (above).

During the year we began to receive visits for the first time from refugees and these are included in the figure for clients from ‘Other Countries’. These individuals had been accommodated while their asylum claims were being processed but upon receiving refugee status they were given notice to vacate their temporary accommodation and were unable to find anywhere else to live.

It is a challenge to maintain accurate statistics as to how many people are rough sleeping. This is partly because people often fluctuate between rough sleeping and sofa surfing, sometimes on an almost daily basis. We make great efforts to ask clients where they are sleeping every time they present at our drop-in so that our records are as accurate as possible.

Once again, the national annual autumn rough sleeping snapshot was carried out by the Council's outreach team undertaking a street count followed by an evidence-based estimate meeting which we attended. This resulted in an estimate of 17 rough sleepers being agreed which was an increase from the 2023 figure of 15. The figure came with the usual caveats; that it is just an estimate and does not claim to reflect the exact number of rough sleepers.

Just as it is hard to provide accurate statistics on the precise number of people rough sleeping it is also hard for us to keep a record of how many rough sleepers are subsequently accommodated. We are now better able to record this information but, nevertheless, we often do not find out if someone is housed. Nevertheless, during the year we became aware that 53 individuals were accommodated on one or more occasions, an increase of 33% on last year.

During the year we became aware of several clients who had sadly died whilst living on the streets, or without a home, and we were very grateful to Revd Val Ogden for leading a service of remembrance at Centenary Methodist Church to give people an opportunity to remember those who had died and to share their own thoughts and memories. We hope this will become an annual event.



## OUR VAN

Our van operated throughout the year collecting 241 items of furniture for our charity shop and for people being newly accommodated in Boston. We noticed a reduction in donated furniture which we attributed to individuals retaining items for longer, a direct consequence of the ongoing pressure on personal finances and the squeeze on household budgets. In response to this challenge the van began travelling further afield to collect furniture donations. This strategy proved effective, not only increasing the number of items collected but also enabling us to develop new connections in these additional areas.



## PARTNERSHIP WORKING

We were extremely pleased with how this area of our work continued to develop and an increasing number of agencies approached us to ask if they could meet their clients in our drop-in centre. Although rough sleepers are frequently labelled as ‘hard to reach’, our experience demonstrates otherwise: many attend our drop-in centre each day whilst they are living on the streets. When agencies are prepared to come directly to the clients in this familiar environment, these individuals are, in fact, highly accessible.

Most of those experiencing rough sleeping feel a strong sense of belonging at our drop-in centre. As a result, they are far more likely to engage positively with service providers there than in traditional, more formal settings, where they may feel uneasy or out of place. The welcoming atmosphere not only encourages engagement but also helps to build trust, making it easier for agencies to offer support and for clients to access the help they need.

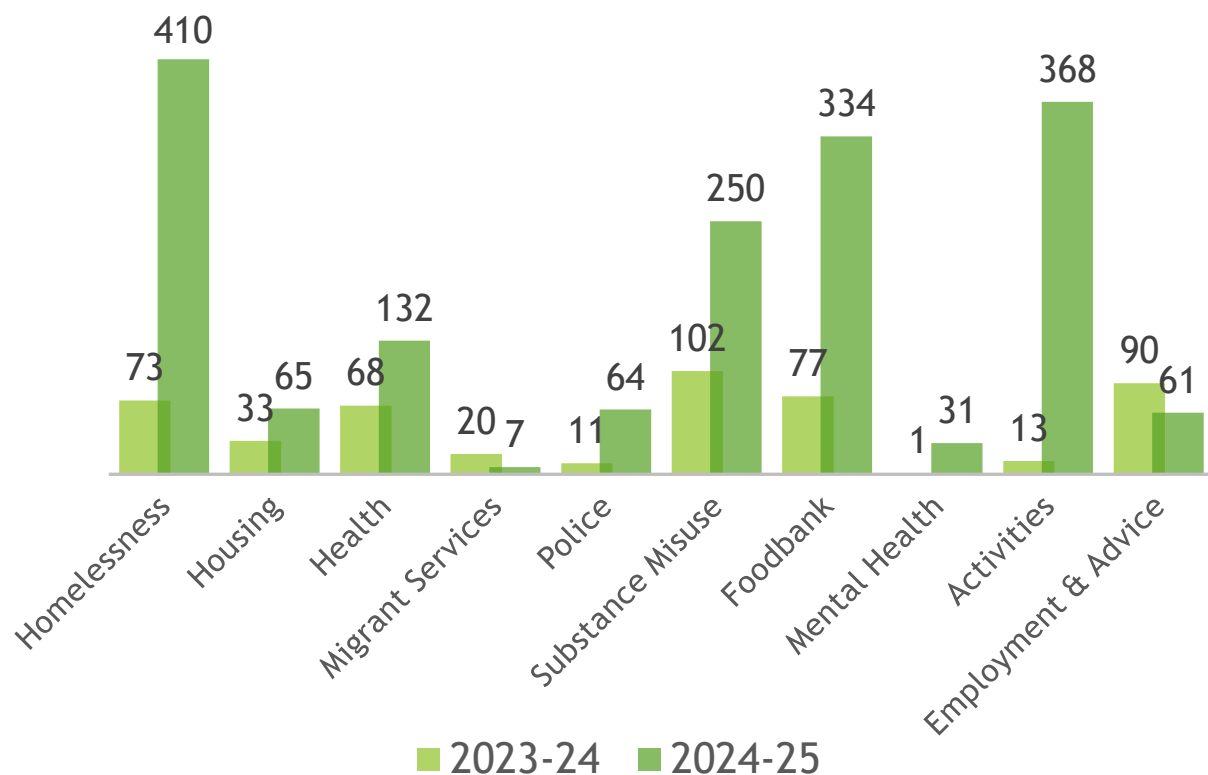


Figure 8: Total partnership and community referrals 2023-24 and 2024-25

Agencies who attended our drop-in for the first time during the year were: -

**PRISONER SUPPORT SERVICES** whose representative regularly attended the Saturday morning drop-in sessions to support clients who had been released from prison to help them resettle back into the community.

**FLOATING SUPPORT** - a representative from Framework attended the drop in on a weekly basis to provide floating support with aim of helping people to remain in their accommodation or to support people into accommodation.

**HOMELESSNESS COMMUNITY CONNECTOR** - this was a new role to provide mental health support to people who were rough sleeping. The role covered a large area of Lincolnshire but, nevertheless, the Community Connector visited when she could to engage with our clients.

**FIRST VISION EYECARE** - visited on 2 occasions during the year and provided eye tests for 33 individuals. Those found needing them received a free pair of glasses.

Other partner agencies who continued to regularly attend our drop-in and who we worked closely with were the Council's rough sleeping team, local PCSOs, Lincolnshire Recovery Partnership, One You Lincolnshire - Be Smoke Free, the Neighbourhood Team and the HepC Team.

#### PARTNERSHIP WITH BOSTON FOODBANK

As well as making 334 referrals under the Boston Foodbank e-referral scheme we were also pleased to continue to work in partnership with the Foodbank through a financial inclusion project to provide housing support to clients of the foodbank. During the year we supported 101 individuals and families with a variety of issues including homelessness, housing related debt and benefits.

#### PARTNERSHIP WITH SHEFFIELD HALLAM UNIVERSITY

Following a positive experience a couple of years ago we were delighted to develop our partnership with Sheffield Hallam University by offering an 8-week 'extended scope' work placement to two occupational therapy apprentices. Both apprentices fitted in immediately and found that there were many links between occupational therapy and the support needed by our clients. They were particularly interested in our activity sessions and each produced an intervention based around one of the activities.



#### COMMUNITY EVENTS

Whenever possible we try to attend events organised by our partner agencies to develop our community links. During the year these included: -

- A walking workshop with the police and other community organisations led by an academic from the University of Lincoln around the 'hot spot' areas for crime and anti-social behaviour in Boston. Our premises are situated in one of these areas and we are keen to be part of any initiatives which may lead to improvements.
- A Boston Big Local (BBL) event in Central Park for groups supported by funding from BBL over the past 10 years. Visitors were able to take part in an art and craft activity on our stall.
- Along with around 100 other agencies we had a stall at the PCN Networking Event at the Princess Royal Sports Arena.
- Shine Lincolnshire's Celebrating Communities Event at Skegness
- A member of staff and 3 volunteers took part in Big Borough Autumn Clean organised by Boston Borough Council.
- Many of the Boston Christmas Festival events.
- Boston College Volunteer Fair which led to us liaising with the College's work placement coordinator with a view to taking students for work experience placements.

With clients' situations becoming ever more complex working closely with partnership agencies is more important than ever to secure the best outcomes for clients. The case study below shows how the partnership approach enabled one client to achieve the outcome he was hoping for.

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#### CASE STUDY - MIROSLAW

Miroslaw's claim for Settled Status had been rejected which meant that he was no longer legally allowed to work or reside in the UK. He had lost the room that he was paying for weekly as he had no income coming in and he had become street homeless. With nowhere to go and no-one to support him he had started drinking alcohol heavily to get through the day.

We provided Miroslaw with clean clothes and supported him with daily hot food and access to our shower and laundry services. Our project workers referred him to the Rough Sleeping Team at Boston Borough Council for help with housing, and the Homelessness Community Connector to talk about his mental health and wellbeing. He was also referred to the Boston Neighbourhood Team for advice with regard to his physical health and Lincolnshire Recovery Partnership in connection with his alcohol dependency.

Miroslaw also began to attend our wellbeing activity sessions. During one session he broke down in tears and told us that the day before he had been physically assaulted by somebody who had stolen his mobile phone and money. We assisted him with reporting the incident to the police who took him to hospital due to the injuries he had sustained.

After he was discharged from hospital, we spoke to Miroslaw about his situation. He was unable to obtain assistance with housing due to his immigration status. Whilst he was considering his options we continued to support him with daily essentials and provided wellbeing and emotional support. The rough sleeping team continued to make welfare checks on him.

Miroslaw eventually asked us to assist him with a Voluntary Return application to the Home Office. We submitted all the relevant paperwork and were told that the process would take up to 12 weeks. At the thought of having to sleep rough for this length of time Miroslaw became deeply depressed and started to drink heavily again. We put him in contact with the Lincolnshire Recovery Partnership (LRP) who attended our drop-in to register him for support with his drinking.

Over 10 weeks, Miroslaw managed to reduce his alcohol intake. We continued to support him and liaised with the Home Office until he was able to return to Lithuania. Two days later he emailed thanking us for everything we had done for him and informing us that he had managed to get a job as a shift manager in a factory.

He said, "Thanks for everything. Now I am happy. I'm safe. My home, my family are happy, and I want to say THANK YOU..."

ACTIVITIES - 'ALONG WITH US'

“Thank you so much for everything, you have gone above and beyond. If you had not have helped me, I don’t think I would have been here today, I would have ended my own life.”

**Centrepoint Outreach Client**

Our drop-in provides a baseline to serve people’s most essential and immediate needs. The goal of our activities programme is to build on that foundation and help individuals become ready, both physically and mentally, to take the necessary steps to improve their long-term circumstances.

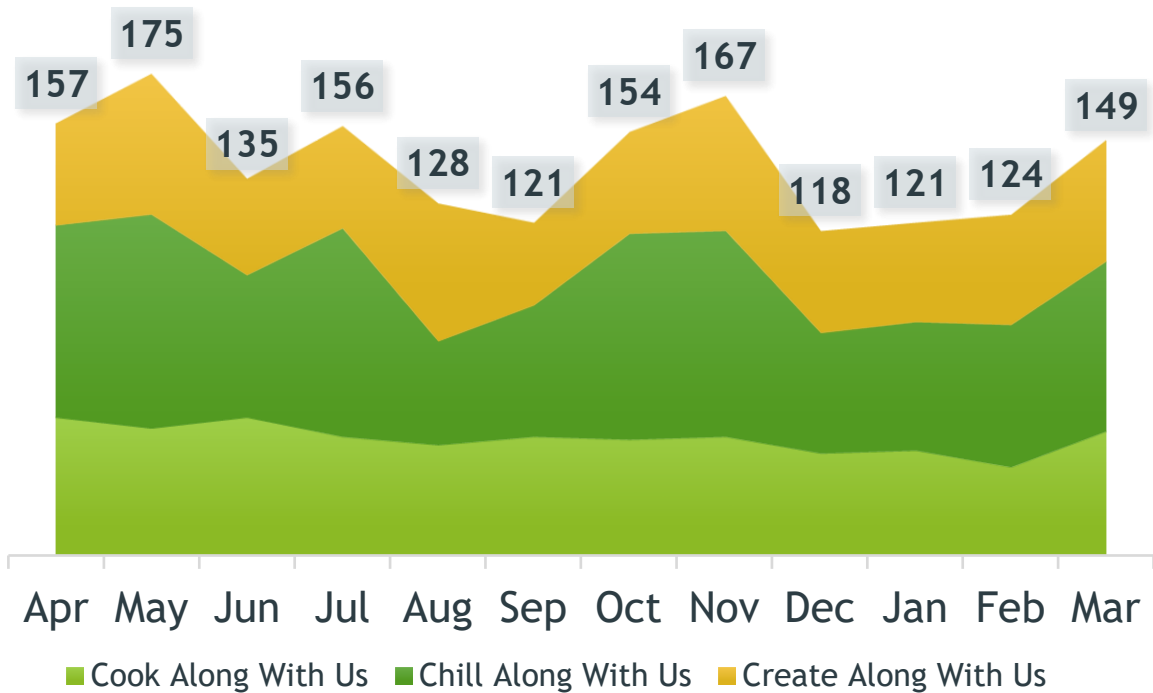


Figure 9: Total monthly activity attendance, 2024-25

Our activity sessions were held each weekday afternoon, built around the themes of Cook, Chill and Create ‘Along with Us’. Sessions were designed to be collaborative, client-led, and incorporate ‘pathways to wellbeing’; helping our clients build confidence and resilience, develop life skills, express themselves, develop healthy lifestyles and build social support networks. We also encouraged attendees to take up volunteering and to play an active role in the wider community.






<p><b>Participation</b></p> <p>131 INDIVIDUALS TOOK PART, 42% CAME TO FIVE OR MORE SESSIONS</p> 	<p><b>Volunteering</b></p> <p>11 PARTICIPANTS TOOK UP VOLUNTEERING IN THE COMMUNITY</p> 	<p><b>Employment</b></p> <p>20 PARTICIPANTS WENT INTO FULL OR PART-TIME EMPLOYMENT, 4 ENROLLED IN EDUCATION</p> 	<p><b>Wellbeing</b></p> <p>OVER 80% SAID THEY FELT LESS SOCIAL ISOLATION AND GREATER CONFIDENCE AND RESILIENCE</p> 	<p><b>Housing</b></p> <p>35 HOMELESS PARTICIPANTS WERE HELPED TO FIND ACCOMMODATION</p> 
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## COOK ALONG WITH US



Our 'Cook Along' sessions were well attended throughout the year, and we were grateful to Centenary Methodist Church for the hire of their kitchen. Clients learned to prepare a wide variety of meals from around the world, including UK and European foods. The sessions were designed to encourage healthy eating, develop life skills and to help clients with their weekly food budget.

In August we introduced an 8-week cooking course, starting with basic kitchen skills and progressing with recipes increasing in complexity. At the end of the course clients received a certificate and an opportunity to undertake level 2 food hygiene training.

Participation	Recipes	Budgeting	Nutrition	Cooking Course
<p>64 INDIVIDUALS PARTICIPATED IN OUR COOKING LESSONS</p> 	<p>51 DIFFERENT RECIPES WERE PREPARED OVER THE YEAR</p> 	<p>IN ADDITION TO COOKING SKILLS PARTICIPANTS ALSO LEARNED HOW TO COOK ON A BUDGET</p> 	<p>RECIPES WERE CHOSEN TO BE SIMPLE, HEALTHY AND CHEAP</p> 	<p>14 PARTICIPANTS WERE AWARDED CERTIFICATES FOR COMPLETING THE 'COOK ALONG' COURSE</p> 

### CASE STUDY - SIMON

Simon was referred to our Cook Along sessions by a friend. He had a learning disability and was experiencing poor mental health. He found it hard to read and follow the recipes and needed one to one support throughout.

We made the recipes easier to understand by increasing the size, simplifying instructions and reading it out step by step during the cooking sessions. An occupational health apprentice saw that Simon needed extra assistance and designed a recipe that used pictures instead of words. We were able to use this for any participants who struggled to follow a written recipe.

Simon enjoyed following the picture recipes to produce a healthy meal. During the Cook Along sessions he started opening up and talking to other individuals in the group. He told us, "I like coming to cooking; it is fun and I can show my mum what I have made". It became apparent that Simon liked to be helpful and feel valued so we suggested that he might like to assist with washing up cups after each session and he jumped at the chance!


We talked with Simon about the possibility of helping him to find some voluntary work in the community and assisted him to apply. He was subsequently offered a volunteering role at another local organisation which he enjoyed so much so that he did not want to leave at the end of his initial session. As well as continuing to attend some of our activity sessions, Simon has continued in this voluntary role and thanked us for making him aware of the opportunity.

## CHILL ALONG WITH US



Chill Along sessions are intended to be more relaxed, focused on creating a non-judgmental space for clients to socialise, break down barriers and address social isolation. The sessions provide flexibility to invite outside agencies.

This included working with Shaw Trust, who signed 4 clients up to their back to work programme, with Yorkshire Building Society who provided 'Money Matters' training on recognising financial scams, and a session with Andy from Citizens Advice Mid-Lincolnshire who delivered a gambling related harm workshop. We were also happy to work again with Tom Page who volunteered his time to teach clients to play the ukulele.

Participation	Music & Games	Gardening	Inclusion	Party
<p>113 INDIVIDUALS CAME TO OUR CHILL ALONG SESSIONS</p> 	<p>PARTICIPANTS PLAYED BOARD GAMES, BINGO AND SHARED STORIES AND MUSIC</p> 	<p>IN THE SUMMER WE HELD SESSIONS AT ST BOTOLPH'S COMMUNITY GARDEN</p> 	<p>SESSIONS WERE DESIGNED TO BE INCLUSIVE AND ADDRESS SOCIAL ISOLATION</p> 	<p>19 PARTICIPANTS ATTENDED OUR ALONG WITH US CHRISTMAS PARTY</p> 

## CREATE ALONG WITH US

'Create Along' sessions are all about self-expression, developing skills and hobbies, and working together with others on a project. In September sessions were enhanced by the intervention of an occupational therapy apprentice, who helped to deliver activities around mindfulness art, happy places and a 'Tree of Hope'. Over the course of the year, we also worked with Transported Art to create lanterns for the town's illuminate parade. Participants also made decorations for the Centrepoint Outreach tree at St Botolph's Christmas Tree Festival and created different seasonal decorations for our drop-in throughout the year.





## CASE STUDY - KRISTINA AND LUKESZ

Kristina began to attend our activity sessions with her husband, Lukesz, who was experiencing low mood and depression.

Over a number of weeks, we noticed that Kristina's mental health had started to decline, and she told us that she and Lukesz had not had heating, hot water, lighting or working sockets in their home for over three days.

We contacted Better Homes, Better Housing who provided some credit top up cards for her electricity and gas. We issued her with a Foodbank voucher and referred her and her husband to Citizen's Advice for help with their debts.

Lukesz then approached us to explain that they were behind with their mortgage payments and that the bank had commenced possession proceedings. We helped them to negotiate a product transfer with lower monthly payments for six months. However, the bank then tried to renege on this agreement and demanded payment of all the arrears. Lukesz and Kristina did not have the capital or means to raise the sum required. We advised them to continue to make the new product transfer payments and other sums due from a previous court hearing. We then signposted them to a legal advice service.

During this time Lukesz and Kristina continued to attend activity sessions as and when they could. They told us that they were feeling happier with the new monthly payments, but they were both feeling depressed and anxious at the uncertainty of their situation with the mortgage lenders.

Months later, Lukesz brought in a Warrant of Possession issued by the mortgage lender. He was distraught and stressed but he did not want to upset Kristina as her mental health was also deteriorating to a place where she struggled get out of bed. We helped them to contact a solicitor for legal advice on the various options available to them. Following this we contacted the mortgage lender's possession department and agreed a new payment plan to cover the outstanding debt, and a product transfer was set in place for a trial period of 6 months. We advised Lukesz and Kristina on the importance of keeping up with the monthly payments to ensure they remained in their property.

Kristina and Lukesz' mental health improved. Kristina started volunteering in the community and Lukasz was able to return to full time work. Lukesz said "We could have lost our home; me and my wife would not cope going through that. Thank you very much for everything, you are all angels, it is a weight that has been weighing me down for a while, I really cannot thank you enough."

## OUR CHARITY SHOP



In line with the retail climate nationally, it was another challenging year for our charity shop, but thanks to our generous donors and customers the total sales reached £48,951, a slight increase on the previous year. It was pleasing to see improved sales of clothing and bric a brac items, but furniture sales proved more challenging.

On a positive note, the shop staff took great pride in preparing themed window displays throughout the year and we were pleased to win 2<sup>nd</sup> prize in the Festive Window competition organised by Boston Borough Council in the run up to Christmas.

In June 2024, our charity shop participated in a Charity Shop Flea Market and fashion show organised by Boston Borough Council. This event offered an excellent platform to showcase our shop to a broader audience and highlight some of the donated items available for sale. Taking part in such community initiatives not only helped to increase awareness of our work but also provided an opportunity to connect with new customers and supporters.

We were pleased to continue our partnership with Linkage Community Trust and were delighted to welcome one of their students as a volunteer. We also provided work experience for local students working towards their bronze level Duke of Edinburgh award.

Clothing	Bric-a-Brac	Furniture	Toys	Music & Video
£19,289	£11,138	£9,286	£3,898	£1,461
				

We have observed a growing trend in financial donations being made through our shop, reflecting the generosity and support of our local community. One particularly heartening example was a donation of £1,000 from a gentleman whose late sister had been a frequent visitor to the shop. He shared with us how much his sister had enjoyed her visits, and that he wished to make a contribution from her estate in her memory. This generous act serves as a powerful reminder of the vital role that charity shops play within the community. Beyond offering affordable shopping, our shop provides a welcoming and supportive environment that can genuinely enhance people's lives and wellbeing.

We were very grateful for the continued supply of generous donations to our shop which ensured that the shelves and rails were always stocked with a variety of good quality items. We are also indebted to all our customers for supporting our charitable work through their purchases.

## FINANCIAL AND OTHER SUPPORT

Individuals and organisations donate to us in so many ways whether financially, by giving their time or donating items such as food or clothing for our drop in, or items for our charity shop. We are extremely grateful for all donations whatever form they take. We take our role as custodians of all donations received very seriously to ensure that they are applied in the most appropriate way to support our client group.

We are extremely grateful to the following organisations who supported our work in financial and other ways throughout the year:

ALL SAINTS HOLBEACH	HOLY TRINITY CAFÉ	ST MARY'S BOSTON
ARGOS BOSTON	HOLY TRINITY CHURCH BOSTON	ST MARY'S FRAMPTON
ASDA BOSTON	HOUSEHOLD SUPPORT FUND	ST MARY'S SWINESHEAD
ASDA FOUNDATION	HOWARD EXTON-SMITH	ST PETER & ST PAUL KIRTON
BEACON CHURCH	HUNTER'S CREEK NURSING HOME	STICKNEY SURGERY
BILLINGHAY METHODIST CHAPEL	KIRTON METHODIST CHURCH	SWINESHEAD MEDICAL CENTRE
BISHOP OF LINCOLN'S SOCIAL JUSTICE FUND	KIRTON PRIMARY SCHOOL	THE LINCOLNSHIRE COMMUNITY FOUNDATION
BOSTON BOROUGH COUNCIL	LINCOLNSHIRE CO-OP PHARMACY	TESCO BOSTON
BOSTON COLLEGE	MEDLOCK CHARITABLE TRUST	THE MERCERS' COMPANY
BOSTON COMMUNITY GROWERS	NATIONAL GRID COMMUNITY MATTERS FUND	THE ROTARY CLUB OF BOSTON
BOSTON TOWN AREA COMMITTEE	OPTIC-KLEER	THE PARISH OF BOSTON
BUCKINGHAM EMERGENCY FOOD APPEAL	PARKSIDE PHARMACY	UNIVERSITY OF THE THIRD AGE
CENTENARY METHODIST CHURCH CLEAN 143	PLATFORM HOUSING	WILLOUGHBY ROAD ALLOTMENTS
CRASH, THE CONSTRUCTION INDUSTRY CHARITY	RAMCO IN SKEGNESS	WOODGREEN ANIMAL SHELTER
DORRINGTON WESLEYAN REFORM CHAPEL	RINGROSE LAW	WOODHALL SPA METHODIST CHURCH
DUNELM	SHINE LINCOLNSHIRE	WORLDWIDE FRUIT LTD
EAST MIDLANDS AMBULANCE SERVICE	SIBSEY PRIMARY SCHOOL	WORTH WAYNFLETE FOUNDATION
FRITHVILLE PRIMARY SCHOOL	SKYLARKS ENDOWMENT FUND	WYBERTON PRIMARY ACADEMY
	SLEAFORD METHODIST CIRCUIT	YORKSHIRE BUILDING SOCIETY
	SPAR LONG SUTTON	ZION METHODIST CHURCH
	SPILSBY METHODIST CHURCH	
	ST GUTHLAC'S FISHTOFT	

We would also like to thank all of the individuals who supported Centrepont Outreach, anybody who donated anonymously, contributed to larger appeals and collections or who spent money at our charity shop to support our work.



Obtaining financial support to enable us to continue to provide our services is becoming increasingly challenging against a backdrop of rising expenses. We are particularly grateful to those who supported us with core funding which we could apply towards our everyday running costs which made up a significant part of our expenditure.

We are grateful to those individuals or groups who set up monthly standing orders whether directly to our bank account or through Localgiving, Stewardship, PayPal or other donation platforms to support our work. This is much appreciated and is very helpful from a budgeting point of view.

Support received in connection with our building project is referred to in the section of this report relating to the Strategic Plan under the heading 'Premises'.

#### HOWARD EXTON-SMITH

I am very grateful to Howard Exton-Smith for his continued mentoring support at our quarterly meetings. I was first introduced to Howard in 2014 through a Lloyds Bank Foundation support programme which was meant to last for 3 months. However, at the end of that period Howard generously offered to continue providing support without payment. I am extremely grateful for all the time he has given free of charge, challenging and supporting me in relation to strategic issues.

### STRATEGIC PLAN

*As in previous years the trustees reviewed progress made against the objectives set out in our Strategic Plan. I have set out below some of the key achievements during the year.*

#### FINANCES AND MARKETING

The key theme under this heading was the need to secure reliable income streams from a variety of different sources, wherever possible tapping into multi-year funding. We built this into our Funding Plan and were successful with our application for 3-year core funding to The Mercers' Company Limited as well as our application to Shine's Sustainability Fund for 3-year funding to cover certain aspects of our activity sessions. We also made successful applications for smaller amounts of funding which enabled us to purchase food, clothing and toiletries to support our clients, particularly over the winter period. Thanks to the excellent work done by William Culley in drafting funding applications, we secured grants totalling £108,216.66.

We continued to work on developing the profitability and effectiveness of our charity shop. Sales of furniture in the shop were disappointing but plans to make the shop more of a destination shopping experience were continued with a separate arts and crafts area being created in addition to the existing area for vinyl records.

We tried to make the most out of every donation by continuing with our £1 rail and 20p tubs to give items which had failed to sell at full price a final chance. If any of the items still remained unsold we were able to send many of them for recycling in return for a small payment.

Our trustee and Shop Committee member, Nicola Richardson, helped us to carry out a customer survey on Facebook and followed this up by leading a vision-planning session for shop staff and trustees. At this session we looked at our vision for the shop, what had been achieved so far and the blockers which were preventing us from fulfilling our vision. One of the main blockers we identified was not being in a position to start the building project. However, we also drew up a long list of other steps we could take to improve the situation, particularly in relation to attracting new customers and increasing sales.

We started to display posters in the shop giving details of support provided through the drop-in centre to show shop customers what was being achieved with money raised from shop sales.

To improve our marketing for the charity as a whole we began to post our monthly statistics on Facebook which generated a great deal of interest and helped to raise awareness of our work. We also set up a business page on LinkedIn.

We were very grateful for marketing support received from Tracy Pomfret and her son, Jacob Higgins of Blacksheep Video, who produced a marketing/promotional video for us which we put on social media and our website.

## PREMISES

Thanks to the efforts of the Building Committee under the leadership of Paul Clark, substantial progress was made in respect of the building project during the year.

A successful Phase 1 application was submitted to the National Lottery Community Fund (NLCF) and at the end of the financial year we were working on our Phase 2 application.

Our application to the construction industry charity, CRASH, was successful and they offered in kind support through their patrons as well as a financial grant of £20,000.

Holy Trinity Church, Boston made a very generous donation of £12,500 which has been designated for improvement works to the premises but can also be used for core costs if required.

By the end of the year an application for Building Regulation consent had been submitted to the local authority and the structural engineer's written report was awaited. These, and other reports were required before being in a position to obtain final costings and go out to tender.

## STAFFING AND VOLUNTEERS

We recruited 9 new volunteers during the year to help throughout the charity. We mainly advertised volunteering opportunities through Facebook but had more success in recruiting through personal contacts or from receiving direct enquiries.

We developed our training programme for staff and volunteers by rolling out free online training courses for staff made available through the LCVS. We also took advantage of training provided by The Mercers' Company in relation to migrants/ asylum seekers which helped to increase our project workers' knowledge of this area. Staff and volunteers also undertook Emergency First Aid at Work and manual handling training as necessary.

Thanks to funding from the Shine Sustainability grant members of staff and volunteers undertook training including Mental Health First Aid, Mental Health Awareness, Suicide First Aid and Suicide Awareness training.

During the year we were pleased to achieve our medium-term goal of having full time administrative and IT support earlier than anticipated. We achieved this by increasing the hours of William Culley whose role involves not only IT and administration but also fundraising for the charity. William's increased hours and expertise enabled us to make good progress with developing the charity's IT system. We finished the year with an improved email system with more storage, had more shared folders which made it easier for staff members to access shared documents as well as having an improved system for capturing statistics and recording outcomes.



## OUR STAFF TEAM

### STAFF

There were a few staff changes during the year. In April 2024 we welcomed Paula Sargeant as a part-time project worker. Paula brought with her past experience of volunteering in the drop-in and was also already known to many of us from her role as a reader at Holy Trinity Church. Paula slotted in seamlessly to her role working with Melanie Burt, Mark Plummer and Paul Steadman at the morning drop-in sessions.

In February 2025 our shop manager left after almost 12 years in the role. We were extremely grateful to our deputy manager, Donna, for stepping into the role of acting manager whilst we undertook the process to recruit a new manager. Emma Thompson was offered the Shop Manager role in the last few days of the financial year.

In March 2025 our Activities Coordinator, Callum Thomson, left us to move into a full-time position elsewhere. Whilst sorry to see him go, it was great to see Callum taking up an opportunity to progress his career. Following a recruitment process we appointed Paul Steadman as our new activities coordinator at the end of the financial year.

Our whole staff team work relentlessly for the charity in less-than-ideal conditions, due to the limitations of our building. We are all hoping that the building project will be able to proceed soon to improve the working environment. I am so grateful to all the staff for their dedication and willingness to go the extra mile.

### VOLUNTEERS

As I say every year, we are indebted to our volunteers for all their support, without which we simply would not be able to provide all our services. We are fortunate to have a very loyal group of volunteers, many of whom have been with us for several years, but inevitably some move on every year and it is becoming noticeably more difficult to recruit new volunteers.

During the year we were supported by 34 volunteers. 8 new volunteers joined us in the drop in and we recruited 1 new volunteer in our shop. Between them our volunteers worked a total of 4,992 hours which equates to £57,108 at the National Living Wage rate. This additional cost would be unaffordable for us which is why we are so reliant on, and grateful for, the support of all our fantastic volunteers. We do our best to ensure that they all get what they are looking for out of the volunteering experience whether that be meeting new people, gaining work experience, working directly with our homeless clients, taking up training opportunities or reducing isolation.

In June 2024 we were delighted to be able to invite all our volunteers to a 'Thank You' party at the Blenkin Memorial Hall to celebrate all the support they had given us over the previous year.

### TRUSTEES

Our trustees are themselves volunteers and their role involves leading the strategic direction of the charity. In June 2024 Iwona Lebidowicz stepped down as a trustee. We were extremely grateful to Iwona for her contribution during her 5 years with us, particularly the training she delivered for our staff on cross-cultural awareness and the insight she brought from a business point of view.

In September 2024 we welcomed Revd. David Stephenson, the new Rector at St Botolph's Church, to our trustee board. David brought with him experience of having established food banks in his previous parish and supporting people living in poverty.

I am extremely grateful to all the trustees for all their support during the year and, in particular, to Richard Locke-Wheaton who remained in the role of chair throughout the year. Despite often to be found cruising along the waterways of the UK, the wonders of modern technology ensured that Richard was able to remain fully involved and remained a constant source of support to me during the year.



## CONCLUSION

In looking back over the year, one of the key features was the large increase in the number of people rough sleeping in Boston and the strain that this put on our drop in services. This just served to emphasise the need for our building project and I am pleased at the progress we made with that during the year.

Improving the way in which we captured and recorded our statistics made it easier to demonstrate the work we were doing and the outcomes achieved. We also benefited from making successful applications for multi-year funding which meant that we were not living from hand to mouth in quite the same way that we have done in previous years. As I write, however, the national funding situation is becoming ever more challenging with several large funders pausing applications to reassess their strategies. This inevitably means that there will be more people applying for the remaining funding and, in order to continue our work, we can never be complacent.

*Elizabeth Hopkins*

**Elizabeth Hopkins**  
**Chief Executive Officer**



# TREASURER'S REPORT

## FOR THE YEAR ENDED 31ST MARCH 2025

The focus during financial year 2024-25 was on nurturing seeds planted in previous years, to provide a harvest that could sustain the growth and development of our support to the most vulnerable members of the community. The number of individuals using the Drop-in Centre and other services offered continues to rise and the facilities as they exist are not efficient or conducive to the comfort of visitors and staff alike.

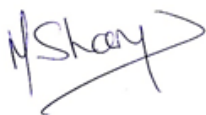
The efforts of the Finance and Property Committee to bring on the building improvements needed to provide for the homeless were substantial. The search for sufficient finance and support to meet the project was and is continuous into the new year, with staff and trustees applying many hours and effort to the task. The year ended with planning well advanced and a viable project formulated to achieve the desired result. Trustee Paul Clark deserves especial mention for his lead on the project.

Maintaining the existing service was no less challenging as the hospitality industry in general and the charity sector in particular face increased costs through changes in government policy and decreased income.

By 'cutting our cloth' in year the charity had a small surplus of income over expenditure of £5,291, with 9 members of staff. Further changes to government policy in respect of minimum wages will come into effect in the coming year and the pressures to increase income will continue. The charity remains committed to paying the 'Real Living Wage' to our employees.

The administrative team of Liz (CEO), Dixie (Finance Officer) and William (Admin Assistant), provides the bedrock for all that we aim and achieve in providing the finance for our work; we are thankful too for the contribution of the trustees, and volunteers who support the drop-in and shop.

No less important are the prayers of so many of our supporters, which without doubt are being faithfully answered.



**Michael Sharp**  
*Treasurer*



**CENTREPOINT OUTREACH  
(LIMITED BY GUARANTEE)**

**Company Number 3204952 (England & Wales)  
Charity Number 1056296**

**DIRECTORS' AND TRUSTEES' REPORT  
AND ACCOUNTS FOR THE YEAR  
31 MARCH 2025**

Dexter & Sharpe  
Chartered Certified Accountants  
The Old Vicarage  
Church Close  
Boston  
Lincolnshire  
PE21 6NA

# CENTREPOINT OUTREACH

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## CENTREPOINT OUTREACH

### COMPANY INFORMATION

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<b>Directors and Trustee:</b>	Mrs AM Austin Mr PA Clark Mrs JM Criddle Mr PF Lawson Mr RO Locke-Wheaton Ms IJ Lebiedowicz (Resigned 26 <sup>th</sup> June 2024) Revd AL Taylor Mr MJ Sharp Revd SA Clifton Mrs NJ Richardson Revd D Stephenson (Appointed 18 <sup>th</sup> September 2024)
<b>Company Secretary</b>	Mr MJ Sharp
<b>Registered Office</b>	Belmont House 15 Red Lion Street Boston Lincolnshire PE21 6PZ
<b>Company Number</b>	3204952 (England & Wales)
<b>Charity Number</b>	1056296
<b>Contact Telephone Number</b>	01205 360900
<b>Independent Examiner</b>	Nicola Lenton FCCA Dexter & Sharpe The Old Vicarage Church Close Boston Lincolnshire PE21 6NA

**CENTREPOINT OUTREACH**  
**DIRECTORS' AND TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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The directors and trustees present their report and the financial statements for the year ended 31 March 2025. The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities (FRS 102).

**Governing document**

The charity is incorporated and limited by guarantee. Its constitution is governed by its memorandum and articles of association which are filed with Companies House.

**Objects of the charity**

The object of the charity is the charitable provision of relief for homeless and vulnerable persons in and around Boston, together with the provision of clothing, food and household goods.

**Organisation**

A board of trustees meets every three months to administer the charity. There are committees covering the shop, finance and property, and general purposes which meet on an ad hoc basis. A Chief Executive Officer is appointed to manage the day to day operations of the charity.

**Review of activities and future developments**

The charity has continued its programme of providing a drop in as a meeting point for homeless and other vulnerable people in and around Boston. It operates 6 days a week. At the centre drinks, snacks, a smiling face and a listening ear are on offer. Our project workers, assisted by volunteers are able to provide comfort and professional assistance in dealing with client queries and referring to other agencies. They work on a one-to-one basis with certain clients to empower them to bring about lasting positive changes in their lives.

Our furniture delivery service has continued its job of recycling useful items of household furniture. The charity also maintains a stock of essential items which are distributed by our staff and volunteers to provide basic equipment for setting up a home. As well as providing a daily hot snack we have continued to issue clean clothing and sleeping bags to individuals who are homeless. Our drop in also provides a shower, washroom and phone charging service for people with no access to these facilities.

The charity has continued to provide afternoon activity sessions based around cooking, art and craft and music/board games. These sessions provide life skills training opportunities as well as improved mental health and wellbeing for those taking part. Statistics are maintained to record attendance and case studies are produced to demonstrate outcomes.

The net trading income from the shop was lower than the previous year but, nevertheless, the shop continued to be an important source of unrestricted core funding. The shop is the primary face of Centrepoint Outreach to the general public.

The vision of the charity is that homeless and vulnerable people in Boston and the surrounding area are empowered to improve their circumstances and achieve their full potential. To help achieve that vision the charity has continued to work with its strategic plan which is constantly reviewed. As part of this process the trustees introduced a new Funding Plan and have been successful in obtaining longer term funding from various providers. During the year the charity has made good progress in improving its IT and data recording systems which has enabled more detailed statistics to be provided to supporters and potential funders.

Further information regarding results and ongoing projects can be found in the Chairman's and Chief Executive's reports which are attached to these accounts.

## CENTREPOINT OUTREACH

### DIRECTORS' AND TRUSTEES' REPORT CONTINUED FOR THE YEAR ENDED 31 MARCH 2025

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#### **Risk management**

The Chief Executive Officer's job description includes an assessment of day to day risks. She reports to the board at trustees' meetings.

#### **Reserves policy**

The trustees have adopted a policy of maintaining sufficient free reserves to cover expenditure for six months. At the year end free reserves amounted to £170,312 against a requirement of £85,413. The trustees are actively researching further sources of income.

#### **Directors and trustees**

All directors of the company are also trustees of the charity, and there are no other trustees. Before appointment trustees are shown round the charity's operations so that they are aware of how it is conducted. Upon appointment they receive a copy of the memorandum and articles of association and the Charity Commission's guidance note.

#### **Public benefit**

The trustees have regard to the guidance issued by the Charity Commission on public benefit. They consider their obligations are fulfilled by the working out of the charity's objectives.

#### **Statement of trustees' responsibilities**

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable U.K. Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report was approved by the board on 30<sup>th</sup> July 2025 and signed by order of the board.



**M J Sharp**  
Company Secretary

## CENTREPOINT OUTREACH

### INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CENTREPOINT OUTREACH

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I report on the accounts of the charitable company for the year ended 31 March 2025 set out on pages 6 to 16.

#### **Responsibilities and basis of report**

As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5) (b) of the 2011 Act.

#### **Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



**NICOLA LENTON FCCA**  
**Independent Examiner**  
Dexter & Sharpe  
Chartered Certified Accountants  
The Old Vicarage  
Church Close  
Boston  
Lincolnshire  
PE21 6NA

**30<sup>th</sup> July 2025**

**CENTREPOINT OUTREACH**

**STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31 MARCH 2025**

Notes	Unrestricted £	Designated £	Restricted £	2025 £	2024 £	
<b>Incoming resources</b>						
<i>Income and resources from generated funds</i>						
<i>Voluntary Income</i>						
	Donations and legacies	43,527	12,062	-	55,589	31,066
	Gift aid and pledges	935	-	-	935	3,053
2	Grants received	66,750	-	45,962	112,712	139,233
		<u>111,212</u>	<u>12,062</u>	<u>45,962</u>	<u>169,236</u>	<u>173,352</u>
<i>Activities for generated funds</i>						
	Fundraising ventures	1,229	-	-	1,229	1,964
3	Trading income	48,951	-	-	48,951	47,880
		<u>50,180</u>	<u>-</u>	<u>-</u>	<u>50,180</u>	<u>49,844</u>
<i>Investment income</i>						
	Bank Interest	4,471	-	-	4,471	2,635
<i>Other incoming resources</i>						
		165	-	-	165	170
	<b>Total incoming resources</b>	<u>166,028</u>	<u>12,062</u>	<u>45,962</u>	<u>224,052</u>	<u>226,001</u>
<b>Resources expended</b>						
<i>Cost of generating funds</i>						
	Depreciation, etc.	3,552	-	-	3,552	3,552
	Fundraising expenses	20	-	-	20	20
3	Trading expenses	41,210	-	-	41,210	35,404
		<u>44,782</u>	<u>-</u>	<u>-</u>	<u>44,782</u>	<u>38,976</u>
4	<i>Costs of charitable activities</i>	81,506	-	44,821	126,327	134,475
<i>Other costs</i>						
5	Management and administration	47,652	-	-	47,652	39,151
	<b>Total expended resources</b>	<u>173,940</u>	<u>-</u>	<u>44,821</u>	<u>218,761</u>	<u>212,602</u>
<b>Net incoming/(outgoing resources)</b>						
	before transfers	(7,912)	12,062	1,141	5,291	13,399
	Transfers	(1,160)	-	1,160	-	-
	<b>Net movement in funds</b>	<u>(9,072)</u>	<u>12,062</u>	<u>2,301</u>	<u>5,291</u>	<u>13,399</u>
<b>Reconciliation of Funds</b>						
	Balances brought forward as at 1 April 2024	213,868	35,000	120,690	369,558	356,159
	<b>Balances carried forward at 31 March 2025</b>	<u>204,796</u>	<u>47,062</u>	<u>122,991</u>	<u>374,849</u>	<u>369,558</u>

All income and expenditure has arisen from continuing activities.

The notes on pages 8 to 16 form part of these accounts

**CENTREPOINT OUTREACH**  
**COMPANY NUMBER: 3204952 (LIMITED BY GUARANTEE)**

**BALANCE SHEET AS AT 31 MARCH 2025**

Notes	£	2025 £	£	2024 £
<b>Fixed assets</b>				
7	Tangible fixed assets		72,335	75,887
<b>Current assets</b>				
8	Debtors	10,046		10,267
	Deposit account	137,366		96,920
	Restricted account	6,424		128,768
	Fixed rate saver	147,272		60,000
	Cash at bank and in hand	36,441		24,014
		<u>337,549</u>		<u>319,969</u>
9	<b>Creditors:</b> amounts falling due within one year	<u>(35,035)</u>		<u>(26,298)</u>
	<b>Net current assets</b>		<u>302,514</u>	293,671
			<u>374,849</u>	<u>369,558</u>
	<b>Total assets less current liabilities</b>		<u>374,849</u>	<u>369,558</u>
<b>Capital</b>				
11	Unrestricted funds		204,796	213,868
	Designated funds		47,062	35,000
12	Restricted funds		122,991	120,690
			<u>374,849</u>	<u>369,558</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and in accordance with FRS102 SORP.

The financial statements were approved by the Board of Trustees on 30<sup>th</sup> July 2025 and were signed on its behalf by:



Richard Locke-Wheaton  
 Director

The notes on pages 8 to 16 form part of these accounts

## CENTREPOINT OUTREACH

### NOTES TO THE ACCOUNTS

#### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

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#### 1. ACCOUNTING POLICIES

##### **Basis of preparation of financial statements**

The financial statements are prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note to these accounts.

They have also been prepared in accordance with the Statement of Recommended Practice; Accounting and Reporting by Charities preparing their accounts preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS102)) the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and with the Companies Act 2016.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

FRS102 requires an accrual for holiday pay to be included in creditors. The holiday year is coterminous with the accounting year, so any possible accrual would be considered immaterial.

##### **Cashflow statement**

The charitable company has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement.

##### **Going concern**

The financial statements are prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for twelve months from authorising these financial statements. The budgeted income and expenditure is sufficient together with the level of reserves for the charity to be able to continue as a going concern.

##### **Taxation**

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

##### **Judgements and key sources of estimation uncertainty**

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The useful economic life of tangible fixed assets and their residual value is difficult to establish so the accounting policy set out below has been consistently adopted.

##### **Grants received**

Revenue grants are allocated to the period for which the grant was received. Capital grants are matched with the capital asset they are funding and written off to income received at the rate of depreciation of those assets. The amount not written off is held in restricted funds.

## CENTREPOINT OUTREACH

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

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#### 1. ACCOUNTING POLICIES *continued*

##### **Tangible fixed assets and depreciation**

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Buildings	2% straight line basis
Van	20% straight line basis
Computer equipment	20% straight line basis

Note that a straight line basis has been adopted for the new van, as this is linked to the writing off of the capital grant. Any capital item costing below £500 is written off to revenue in the year in which it is incurred.

##### **Income**

Voluntary income and donations are accounted for as received by the charity. The income from fund-raising and trading ventures is shown gross, with associated costs included in fundraising costs. No permanent endowments were received in the year, but these are dealt with through the Statement of Financial Activities when received. Revenue grants received are allocated according to the designated period of the grant. Amounts in respect of future accounting periods are deferred and disclosed in creditors.

##### **Fundraising costs/ trading expenses**

Fundraising and trading expenditure comprises primarily of costs incurred in running the Centrepoint shop. It also includes costs incurred encouraging people and organisations to contribute financially to the charity's work, through advertising and the staging of special fund raising events.

##### **Governance costs**

Management and administration costs include all expenditure not directly related to the charity's activities or fundraising/trading ventures, on a basis agreed by the trustees of the charity. This includes the cost of running office premises and salaries for administrative staff.

##### **Unrestricted funds**

Unrestricted funds are donations and other income received or generated for the objectives of the charity without further specified purposes and are available as general funds. Within unrestricted funds are designated funds, where the trustees have provided for specific future risks.

##### **Restricted funds**

Restricted funds can only be used for the specific purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Expenditure which complies to these criteria is identified to the fund.

**CENTREPOINT OUTREACH**

**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025**

**2. GRANTS RECEIVED**

	Unrestricted	Restricted	2025	2024
	£	£	Total	Total
			£	£
Boston Borough Council	6,000	-	6,000	6,000
Worth Waynfleet Foundation	20,000	-	20,000	20,000
Medlock Charitable Trust	8,750	-	8,750	20,000
Boston Town Area Committee	-	1,000	1,000	500
The Charity of Sir Richard Whittington	30,000	1,666	31,666	7,607
Boston Big Local	-	-	-	1,500
National Grid Community Matters Fund	-	2,750	2,750	-
The East Coast Community Fund	-	2,794	2,794	34,350
Cost of Living Fund	-	-	-	30,103
Skylarks Endowment Trust	2,000	-	2,000	2,000
The Bishop of Lincoln Social Justice Fund	-	2,500	2,500	-
Boston Borough Council – Household Support Fund	-	2,500	2,500	500
Lincolnshire County Council – Shine Project	-	25,000	25,000	-
ASDA Foundation Foodbank Fundamentals	-	1,000	1,000	600
ASDA Foundation Grassroots	-	800	800	-
Boston Foodbank - Foodbank Project	-	5,952	5,952	5,573
Platform Housing	-	-	-	500
Anonymous	-	-	-	10,000
	<u>66,750</u>	<u>45,962</u>	<u>112,712</u>	<u>139,233</u>

**3. TRADING INCOME AND EXPENDITURE**

The charity operates a shop for selling donated goods to generate additional income. The trading results of the year are shown below:

	£	2025	£	2024	£
<b>Sales</b>		<b>48,951</b>		<b>47,880</b>	
<b>Expenditure</b>					
Premises costs	1,418		1,577		
Salaries and related costs	38,418		32,825		
Other overheads	1,374		1,002		
		<u>41,210</u>		<u>35,404</u>	
<b>Net trading income for the year</b>		<u><b>7,741</b></u>		<u><b>12,476</b></u>	

**CENTREPOINT OUTREACH**

**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025**

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
<b>4. CHARITABLE ACTIVITIES</b>				
Salaries	64,051	28,500	92,551	95,921
Rates and water	954	-	954	872
Light and heat	4,659	-	4,659	3,077
Food and requisites	2,018	8,479	10,497	2,746
Motor and travelling	2,759	-	2,759	1,762
Repairs and renewals	4,511	1,070	5,581	21,010
Arts and crafts	-	4,346	4,346	6,980
Telephone	2,015	-	2,015	1,790
Cleaning	503	-	503	80
Training	-	2,426	2,426	202
Sundries	36	-	36	35
	<u>81,506</u>	<u>44,821</u>	<u>126,327</u>	<u>134,475</u>
<b>5. OTHER COSTS</b>				
Salaries	34,217	-	34,217	24,252
Light and heat	932	-	932	615
Insurance	4,450	-	4,450	4,171
Postage and stationery	540	-	540	459
Telephone	403	-	403	358
Internet costs	1,652	-	1,652	1,615
Licences, fees and subscriptions	1,948	-	1,948	1,534
Independent examiner's fee	1,860	-	1,860	1,560
Computer expenses	-	-	-	-
Bank charges	179	-	179	175
Professional fees	1,471	-	1,471	4,412
	<u>47,652</u>	<u>-</u>	<u>47,652</u>	<u>39,151</u>
<b>6. EMPLOYEE COSTS</b>				
Gross wages and salaries			158,545	146,946
Employer's national insurance			5,044	4,443
Pension costs			1,598	1,609
			<u>165,187</u>	<u>152,998</u>

The average number of employees was 10 (4 full-time and 6 part-time) (2024– 10).  
No remuneration was paid to any trustee in the year, nor were any expenses reimbursed.

Note that the above figures do not reconcile to the salaries in notes 4 and 5 above, as the total in note 6 includes shop staff which is included in trading expenses on the Statement of Financial Activities.

No employee received remuneration exceeding £60,000. Key management costs amounted to £33,946. The pension scheme is a defined contribution scheme taken up by 5 employees and operating through NEST.

**CENTREPOINT OUTREACH**

**NOTES TO THE ACCOUNTS CONTINUED**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025**

**7. TANGIBLE FIXED ASSETS**

	Belmont House £	Van £	Computer Equipment £	Total £
<b>Cost</b>				
At 1 April 2024	140,837	27,362	3,676	171,875
Additions	-	-	-	-
Disposals	-	-	-	-
	<hr/>	<hr/>	<hr/>	<hr/>
At 31 March 2025	140,837	27,362	3,676	171,875
	<hr/>	<hr/>	<hr/>	<hr/>
<b>Depreciation</b>				
At 1 April 2024	67,591	27,362	1,035	95,988
On disposals	-	-	-	-
Charge for the year	2,817	-	735	3,552
	<hr/>	<hr/>	<hr/>	<hr/>
At 31 March 2025	70,408	27,362	1,770	99,540
	<hr/>	<hr/>	<hr/>	<hr/>
<b>Net book amount</b>				
At 31 March 2025	70,429	-	1,906	72,335
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
At 31 March 2024	73,246	-	2,641	75,887
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

	2025 £	2024 £
<b>8. DEBTORS</b>		
Gift Aid	400	694
Sundry debtors and prepayments	2,516	2,202
Other debtors	7,130	7,371
	<hr/>	<hr/>
	10,046	10,267
	<hr/> <hr/>	<hr/> <hr/>

**9. CREDITORS – amounts due within one year**

Deferred income	26,250	20,000
Credit card	1,923	498
Accruals	3,582	3,690
Pension	351	243
Taxation and social security costs	2,929	1,867
	<hr/>	<hr/>
	35,035	26,298
	<hr/> <hr/>	<hr/> <hr/>

**CENTREPOINT OUTREACH**

**NOTES TO THE ACCOUNTS CONTINUED  
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025**

**10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

The Statement of Financial Activities for the year ended 31 March 2024 is included for comparison purposes.

	Unrestricted £	Designated £	Restricted £	Total £
<b>Incoming resources</b>				
<i>Income and resources from generated funds</i>				
<i>Voluntary Income</i>				
Donations and legacies	31,066	-	-	31,066
Gift aid and pledges	3,053	-	-	3,053
Income tax recovered	-	-	-	-
Grants received	58,500	-	80,733	139,233
	<u>92,619</u>	<u>-</u>	<u>80,733</u>	<u>173,352</u>
<i>Activities for generated funds</i>				
Fundraising ventures	1,964	-	-	1,964
Trading income	47,880	-	-	47,880
	<u>49,844</u>	<u>-</u>	<u>-</u>	<u>49,844</u>
<i>Investment income</i>				
Bank Interest	2,635	-	-	2,635
<i>Other incoming resources</i>	170	-	-	170
<b>Total incoming resources</b>	<u>145,268</u>	<u>-</u>	<u>80,733</u>	<u>226,001</u>
<b>Resources expended</b>				
<i>Cost of generating funds</i>				
Depreciation, etc.	3,552	-	-	3,552
Fundraising expenses	20	-	-	20
Trading expenses	35,404	-	-	35,404
	<u>38,976</u>	<u>-</u>	<u>-</u>	<u>38,976</u>
<i>Costs of charitable activities</i>	48,427	-	86,048	134,475
<i>Other costs</i>				
Management and administration	34,836	-	4,315	39,151
<b>Total expended resources</b>	<u>122,239</u>	<u>-</u>	<u>90,363</u>	<u>212,602</u>
<b>Net incoming/(outgoing resources)</b>				
before transfers	23,029	-	(9,630)	13,399
Transfers	1,742	-	(1,742)	-
<b>Net movement in funds</b>	<u>24,771</u>	<u>-</u>	<u>(11,372)</u>	<u>13,399</u>
<b>Reconciliation of Funds</b>				
Balances brought forward as at 1 April 2023	189,097	35,000	132,062	356,159
<b>Balances carried forward at 31 March 2024</b>	<u>213,868</u>	<u>35,000</u>	<u>120,690</u>	<u>369,558</u>

All income and expenditure derive from continuing activities

**CENTREPOINT OUTREACH**

**NOTES TO THE ACCOUNTS CONTINUED  
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025**

	2025	2024
	£	£
<b>11. UNRESTRICTED FUNDS</b>		
Undesignated unrestricted funds	<u>204,796</u>	<u>213,868</u>
Designated funds – Buildings and Facilities Development Fund	<u>47,062</u>	<u>35,000</u>

The Trustees are using the current situation to set aside £47,062 in a designated fund to be known as the Buildings and Facilities Development Fund as Belmont House is in need of substantial investment.

**12. RESTRICTED FUND**

	Balance at 1/4/24	Incoming Resources	Expenditure	Depreciation	Transfer from/ (to) general	Deferred Income	Balance at 31/3/25
	£	£	£	£	£	£	£
Boston Town Area Committee	190	1,000	(804)	-	-	-	386
Donation	120,000	-	-	-	-	-	120,000
The Charity of Sir Richard Whittington	-	1,666	(176)	-	-	-	1,490
National Grid Community Matters Fund	-	2,750	(2,543)	-	-	-	207
The East Coast Community Fund	-	2,794	(2,794)	-	-	-	-
The Bishop of Lincoln’s Social Justice Fund	-	2,500	(2,435)	-	-	-	65
BBC – Household Support Fund 6	500	2,500	(2,843)	-	-	-	157
LCC – Shine Sustainability Fund	-	25,000	(26,160)	-	1,160	-	-
ASDA Foundation – Foodbank Fundamentals	-	1,000	(494)	-	-	-	506
ASDA Foundation Grassroots Project	-	800	(620)	-	-	-	180
Boston Foodbank - Foodbank Project	-	5,952	(5,952)	-	-	-	-
	<u>120,690</u>	<u>45,962</u>	<u>44,821</u>	<u>-</u>	<u>1,160</u>	<u>-</u>	<u>122,991</u>

<b>Boston Town Area Committee</b>	Grant to purchase dishwasher, food and supplies for cooking / activity sessions.
<b>Donation</b>	A donation was received for the refurbishment and upgrade of the premises.
<b>The Charity of Sir Richard Whittington</b>	Funding received for staff wellbeing.
<b>National Grid Community Matters Fund</b>	Grant for warm packs, games, art & craft items and tumble dryer.
<b>The East Coast Community Fund</b>	For activities and community engagement.
<b>The Bishop of Lincoln’s Social Justice Fund</b>	Grant to purchase items for the rough sleeper winter support programme.
<b>BBC – Household Support Fund 6</b>	To offer support to vulnerable communities.
<b>LCC - Shine Sustainability Fund</b>	Grant to provide activities which promote mental health and wellbeing.

**CENTREPOINT OUTREACH**

**NOTES TO THE ACCOUNTS CONTINUED  
NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025**

**12. RESTRICTED FUND CONTD...**

<b>Asda Foundation – Foodbank Fundamentals</b>	Grant to purchase food and basic hygiene items
<b>ASDA Foundation – Grassroots Fund</b>	Grant to purchase food and basic essentials
<b>Boston Foodbank – Foodbank Project</b>	Funding received for the provision of housing support to the clients of Boston Foodbank.

**13. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

	Unrestricted £	Restricted £	2025 Total £
Tangible assets	72,335	-	72,335
Debtors	3,354	6,692	10,046
Cash at bank	209,917	117,586	327,503
Creditors	(33,748)	(1,287)	(35,035)
	<u>251,858</u>	<u>122,991</u>	<u>374,849</u>

Unrestricted funds noted above include unrestricted general funds, which represent the free funds of the charity which are not designated for a particular fund.

	Designated Funds £	Unrestricted General Funds £	Total Unrestricted Funds £
Tangible assets	-	72,335	72,335
Debtors	-	3,354	3,354
Cash at bank	47,062	162,855	209,917
Creditors	-	(33,748)	(33,748)
	<u>47,062</u>	<u>204,796</u>	<u>251,858</u>

**14. SURPLUS FOR THE YEAR**

This is stated after charging:

Depreciation of tangible fixed assets owned by the charity	3,552	3,552
Independent examiner's fee	1,860	1,560
	<u>5,412</u>	<u>5,112</u>

<b>2025 Total £</b>	<b>2024 Total £</b>
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**CENTREPOINT OUTREACH**

**NOTES TO THE ACCOUNTS CONTINUED**  
**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025**

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**15. DEFERRED INCOME**

Balance at 1 April 2024	<b>20,000</b>
Deferred income in year	<b>26,250</b>
Released to SOFA during year	<b>(20,000)</b>
	<hr/>
<b>Balance at 31 March 2025</b>	<b>26,250</b>
	<hr/> <hr/>

**16. DONATED GOODS, FACILITIES AND SERVICES**

	<b>2025</b>		<b>2024</b>	
	<b>No.</b>	<b>£</b>	<b>No.</b>	<b>£</b>
Volunteers	<u><b>34</b></u>	<u><b>57,108</b></u>	<u><b>37</b></u>	<u><b>61,272</b></u>

The value of our volunteers to the charity has been calculated by taking an estimate of their annual hours of donated time and multiplying that by the national living wage.

**17. RELATED PARTY TRANSACTIONS**

One trustee, Mrs. A. M. Austin, is also a councillor with Lincolnshire County Council and Boston Borough Council from which the charity receives funding.

One trustee, Revd D Stephenson, is also the Chair of the PCC of the Parish of Boston, from which the charity receives funding.

**18. LEGAL STATUS OF THE CHARITABLE COMPANY**

Centrepoint Outreach is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is a maximum of £10.

The trustees are the ultimate controlling party of the charity.